

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

APPLICANTS: Garrett R. Goldfield, William K. Scarvie III, David Murray  
and Todd Haseyama

APPLICATION NO.: 10/751,194

FILING DATE: December 31, 2003

TITLE: PROVIDING SOFTWARE APPLICATION HELP BASED ON HEURISTICS

EXAMINER: Not yet known

GROUP ART UNIT: 2122

ATTY. DKT. NO.: 16319-08173

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Missing Parts, Commissioner For Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below:

Dated: OCT 22/04

By: [Signature]  
Amir H. Raubvogel, Reg. No.: 37,070

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COMMISSIONER FOR PATENTS  
P.O. BOX 1450  
ALEXANDRIA, VA 22313-1450

**DECLARATION OF FACTS BY PERSON HAVING FIRST HAND KNOWLEDGE  
IN SUPPORT OF FILING ON BEHALF OF  
OMITTED INVENTOR, DAVID MURRAY, UNDER 37 C.F.R. SECTION 1.47(a)**

Dear Sir:

This Declaration of Facts is made as to the facts that are relied upon to establish diligent effort to secure the execution of the COMBINED DECLARATION AND POWER OF ATTORNEY by the omitted inventor, David Murray, for the above-referenced patent application after deposit in the U.S. Patent and Trademark Office.



This Declaration of Facts is being made by an available person having first-hand knowledge of the facts recited therein.

I, Mike Graves, being employed by Intuit Inc. and having a business address at 2535 Garcia Avenue, Mountain View, CA 94043, hereby declare that:

1. I am the Patent Program Manager at Intuit Inc.
2. It is my information and belief that David Murray is a co-inventor of the subject matter claimed in the above-referenced application.
3. It is my information and belief that David Murray's last known home address is 7302 Spinnaker St., Carlsbad, CA 92009.
4. On December 31, 2003, the above-referenced application, including a specification with drawings and claims and an abstract, was filed with the U.S. Patent and Trademark Office.
5. On May 7, 2004, we received a NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION for the above-referenced application.
6. On June 18, 2004, I mailed via a UPS package (with Tracking No. 1Z3746W21350438929) to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009, a Specification including the Claims and Drawings, a Combined Declaration and Power of Attorney and a cover letter requesting David Murray to execute the Declaration. (Exhibit A)
7. The UPS online Shipment Details for the package sent to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009 (with Tracking No. 1Z3746W21350438929) indicates that the package was delivered on June 21, 2004 and left at the front door. (Exhibit B)
8. On July 12, 2004, I mailed another package via UPS (with Tracking No. 1Z3746W20253767439) to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009 with a



Combined Declaration and Power of Attorney and a cover letter requesting David Murray to execute the Declaration. (Exhibit C)

12. The UPS online Shipment Details for the package sent to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009 (with Tracking No. 1Z3746W20253767839) indicates that the package was delivered on July 14, 2004 and left at the front door. (Exhibit D)

I hereby declare that all statements made herein to the best of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful statements may jeopardize the validity of the application or any patent issued thereon.

Respectfully submitted,

Dated: \_\_\_\_\_

10/21/04



Mike Graves  
Intuit Inc.  
2535 Garcia Avenue  
Mountain View, CA 94043





**Intuit**  
**Domestic Shipping Form**

Contacting Xerox Shipping and Receiving  
650-944-5323 or 650-944-3020

All fields of this form must be filled out completely to accurately process and track this shipment

<b>Name</b>	<b>Lucy Letcher</b>	<b>Extension</b>	<b>45212</b>
<b>Department Number</b>	<b>677 -4722</b>	<b>Today's Date</b>	<b>6/18/04</b>

<b>Requested Service</b>	<b>Delivery Commitment</b>
<input type="checkbox"/> Priority Overnight	10:30 AM Next Business Day
<input checked="" type="checkbox"/> Standard Overnight	3:00 PM Next Business Day – <b>12% SAVINGS</b>
<input type="checkbox"/> 2 Day Service	2 Business Days – <b>80% SAVINGS</b>
<input type="checkbox"/> Ground	2-5 Business Days – <b>225% SAVINGS</b>
<input type="checkbox"/> Signature required	Courier to obtain signature from recipient
<input type="checkbox"/> Special Delivery	Next day by 8:00AM – additional charges apply
<input type="checkbox"/> Residential Delivery	Please check for residential address/delivery

For more information on Mountain View Shipping Services, please check the Mail & Copy Services portion of the MV Corporate Services web site @ [http://home.intuit.com/corporate\\_services/mt\\_view/mail\\_copy/shipping.html](http://home.intuit.com/corporate_services/mt_view/mail_copy/shipping.html)

**Shipping Information**  
(UPS and Fed Ex will not ship to PO Boxes)

<b>Name</b>	<b>David Murray</b>
<b>Company</b>	
<b>Address</b>	<b>7302 Spinnaker St.</b>
<b>City</b>	<b>Carlsbad</b>
<b>State</b>	<b>CA</b>
<b>Zip</b>	<b>92009</b>
<b>Phone Number</b>	

Xerox use only below this line

<b>Tracking Number</b>	
<b>Quality Control By</b>	
<b>Address Confirmation By</b>	



FedEx  
Tracking  
Number

7531953754

From Please print and press hard.

Date

Sender's FedEx  
Account Number~~1377 1342 9~~Sender's  
Name

David Murray

Phone ( )

Company

Address

City

State

ZIP

Your Internal Billing Reference

First 24 characters will appear on invoice.

OPTIONAL

To

Recipient's  
Name

Mike Graves

Phone (650) 944-3020

Company

Intuit #12195

Address

2632 Marine Way

To "HOLD" at FedEx location, print FedEx address.We cannot deliver to P.O. boxes or P.O. ZIP codes.

Address

City Mountain View

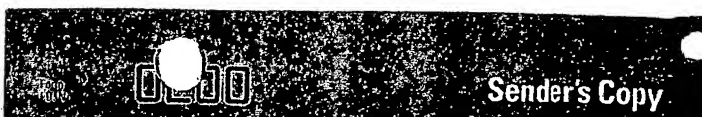
State CA

ZIP 94043

Try online shipping at [fedex.com](http://fedex.com)

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and in our current Service Guide, including terms that limit our liability.

Questions? Visit our Web site at [fedex.com](http://fedex.com)  
or call 1.800.Go.FedEx® 800.463.3339.



Sender's Copy

## 4a Express Package Service

☐ FedEx Priority Overnight  
Next business morning☒ FedEx Standard Overnight  
Next business afternoon

Packages up to 150 lbs.  
Delivery commitment may be later in some areas.

☐ FedEx First Overnight  
Earliest next business morning  
delivery to select locations☐ FedEx 2Day  
Second business day☐ FedEx Express Saver  
Third business dayFedEx Envelope rate not available. Minimum charge: One-pound rate

## 4b Express Freight Service

☐ FedEx 1Day Freight\*  
Next business day☐ FedEx 2Day Freight  
Second business day☐ FedEx 3Day Freight  
Third business day\* Call for Confirmation:

## 5 Packaging

☐ FedEx Envelope\*☐ FedEx Pak\*  
Includes FedEx Small Pak, FedEx  
Large Pak, and FedEx Sturdy Pak☐ Other\* Declared value limit \$500

## 6 Special Handling

☐ SATURDAY Delivery  
Available ONLY for  
FedEx Priority Overnight and  
FedEx 2Day to select ZIP codes☐ HOLD Weekday  
at FedEx Location  
NOT Available for  
FedEx First Overnight☐ HOLD Saturday  
at FedEx Location  
Available ONLY for  
FedEx Priority Overnight and  
FedEx 2Day to select locations

Does this shipment contain dangerous goods?  
One box must be checked.

☐ No☐ YesAs per attached  
Shipper's Declaration☐ YesShipper's Declaration  
not required☐ Dry IceDry Ice, 3, UN 1845xDangerous Goods (including Dry Ice) cannot be shipped in FedEx packaging.☐ Cargo Aircraft Only7 Payment Bill to:Enter FedEx Acct. No. or Credit Card No. below.☐ Sender  
Acct. No. in Section  
1 will be billed.☒ Recipient☐ Third Party☐ Credit Card☐ Cash/CheckFedEx Acct. No.  
Credit Card No.

1377-4343-9

Exp.  
Date

Total Packages

Total Weight

Total Declared Value\*

\$ .00

\*Our liability is limited to \$100 unless you declare a higher value. See back for details.

FedEx Use Only

## 8 Release Signature

Sign to authorize delivery without obtaining signature.

By signing you authorize us to deliver this shipment without obtaining a signature  
and agree to indemnify and hold us harmless from any resulting claims.

446

Rev. Date 10/01 • Part #157612 • ©1994-2001 FedEx • PRINTED IN U.S.A. WCSL 02



**Letcher, Lucy**

---

**From:** Kendall, Lee  
**Sent:** Monday, June 21, 2004 10:18 AM  
**To:** Letcher, Lucy  
**Subject:** UPS Tracking Numbers

Hi Lucy,

Here are your UPS tracking numbers for your shipments on 6/18/04.

1) David Murray 1z3746w21350438929

2) Paula Daniels @ Wintellect 1z3746w20151574712

Thank You,

Lee Kendall  
IKON Site Operations Manager  
Intuit -Mountain View

(650) 944-3054 Office  
(650) 944-6688 Fax  
lee\_kendall@intuit.com




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## Tracking

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[→ Help](#)

## Track by Tracking Number

### View Details

**Status:** Delivered  
**Delivered on:** Jun 21, 2004 12:03 P.M.  
**Location:** FRONT DOOR  
**Delivered to:** CARLSBAD, CA, US  
**Shipped or Billed on:** Jun 18, 2004

**Tracking Number:** 1Z 374 6W2 13 5043 892 9  
**Service Type:** NEXT DAY AIR SAVER

### Package Progress:

Date/ Time	Location	Activity
Jun 21, 2004 12:03 P.M.	SAN MARCOS, CA, US	DELIVERY
5:40 A.M.	SAN MARCOS, CA, US	OUT FOR DELIVERY
4:40 A.M.	SAN MARCOS, CA, US	ARRIVAL SCAN
Jun 19, 2004 6:39 A.M.	ONTARIO, CA, US	DEPARTURE SCAN
Jun 18, 2004 10:55 P.M.	ONTARIO, CA, US	ARRIVAL SCAN
9:48 P.M.	OAKLAND, CA, US	DEPARTURE SCAN
8:53 P.M.	OAKLAND, CA, US	ARRIVAL SCAN
7:30 P.M.	SUNNYVALE, CA, US	DEPARTURE SCAN
7:04 P.M.	US	BILLING INFORMATION RECEIVED
6:05 P.M.	SUNNYVALE, CA, US	ORIGIN SCAN
5:57 P.M.	SUNNYVALE, CA, US	FORWARDED TO THE FACI
		IN THE DESTINATION CITY
5:21 P.M.	SUNNYVALE, CA, US	PICKUP SCAN

Tracking results provided by UPS: Sep 1, 2004 2:14 P.M. Eastern Time (USA)

**NOTICE:** UPS authorizes you to use UPS tracking systems solely to track shipments tendered by you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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**Intuit**  
**Domestic Shipping Form**

Contacting Xerox Shipping and Receiving  
650-944-5323 or 650-944-3020

All fields of this form must be filled out completely to accurately process and track this shipment

<b>Name</b>	<b>Lucy Letcher</b>	<b>Extension</b>	<b>45212</b>
<b>Department Number</b>	<b>677 -4722</b>	<b>Today's Date</b>	<b>7/14/04</b>

<b>Requested Service</b>	<b>Delivery Commitment</b>
<input type="checkbox"/> Priority Overnight	10:30 AM Next Business Day
<input type="checkbox"/> Standard Overnight	3:00 PM Next Business Day – <b>12% SAVINGS</b>
<input checked="" type="checkbox"/> 2 Day Service	2 Business Days – <b>80% SAVINGS</b>
<input type="checkbox"/> Ground	2-5 Business Days – <b>225% SAVINGS</b>
<input type="checkbox"/> Signature required	Courier to obtain signature from recipient
<input type="checkbox"/> Special Delivery	Next day by 8:00AM – additional charges apply
<input type="checkbox"/> Residential Delivery	Please check for residential address/delivery

For more information on Mountain View Shipping Services, please check the Mail & Copy Services portion of the MV Corporate Services web site @ [http://home.intuit.com/corporate\\_services/mt\\_view/mail\\_copy/shipping.html](http://home.intuit.com/corporate_services/mt_view/mail_copy/shipping.html)

**Shipping Information**  
(UPS and Fed Ex will not ship to PO Boxes)

<b>Name</b>	<b>David Murray</b>
<b>Company</b>	
<b>Address</b>	<b>7302 Spinnaker St.</b>
<b>City</b>	<b>Carlsbad</b>
<b>State</b>	<b>CA</b>
<b>Zip</b>	<b>92009</b>
<b>Phone Number</b>	

Xerox use only below this line

Tracking Number	
Quality Control By	
Address Confirmation By	

*please email*



# FedEx® USA Airbill

Tracking Number

837531953695

## 1 From Please print and press hard

Date

Sender's FedEx Account Number

Sender's Name

David Murray

Phone ( )

Company

Address 7302 Spinneraker St.

Dept./Room/Station/Room

City Carlsbad

State CA

ZIP 92009

## 2 Your Internal Billing Reference

OPTIONAL

## 3 To

Recipient's Name

Mike Graves

Phone (650) 944-5492

Company

Intuit

Address

2632 Marine Way

#12188

We cannot deliver to P.O. boxes or F.O.D.P. codes

Address

City Mountain View State CA ZIP 94043

Dept./Room/Station/Room

Try online shipping at [fedex.com](http://fedex.com)

By using this Airbill you agree to the service conditions on the back of this Airbill and in our current Service Guide, including terms that limit our liability.

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0200

Sender's Copy

## 4a Express Package Service

☐ FedEx Priority Overnight

☐ Next business morning

☐ FedEx Standard Overnight

☐ Next business afternoon

☐ FedEx 2Day

☒ FedEx Express Saver

## 4b Express Freight Service

☐ FedEx 1Day Freight\*

☐ Next business day

☐ FedEx 2Day Freight

☐ Second business day

☐ FedEx 3Day Freight

☐ Third business day

\* Call for Confirmation

## 5 Packaging

☐ FedEx Envelope\*

☐ FedEx Pak\*  
Includes FedEx Small Pak, FedEx Large Pak, and FedEx Heavy Pak

☐ Other

## 6 Special Handling

☐ SATURDAY Delivery

☐ Available ONLY for FedEx Priority Overnight and FedEx 2Day to select ZIP codes

Does this shipment contain dangerous goods? One box must be checked.

☒ No

☐ Yes, refrigerated  
As required by Shipper's Declaration

☐ Dry Ice

☐ Cargo Aircraft Only

Dangerous Goods (including Dry Ice) cannot be shipped in FedEx packaging

## 7 Payment Bill to:

☐ Sender (bill to this section)

☒ Recipient

☐ Third Party

☐ Credit Card

☐ Cash/Check

FedEx Acct. No.

1377-4363-9

FedEx Card No.

1

Total Packages

1

## 8 Release Signature

Your liability is limited to \$100 unless you declare a higher value. See back for details.

Sign to authorize delivery without obtaining signature.

By signing you authorize us to deliver this shipment without obtaining a signature and agree to indemnify and hold us harmless from any resulting claims.

Rev. Date 10/01/01 FedEx (153)12-0134-2001 FedEx PRINTED IN U.S.A. WCSJ 02

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P.O. Box 7850  
Mountain View, CA 94039-7850  
<http://www.quicken.com>

July 12, 2004

Mike Graves  
Intuit  
2535 Garcia Avenue,  
Mountain View, CA 94043

David Murray  
7302 Spinnaker Street  
Carlsbad, CA 92009

Dear David:

I hadn't heard back from you, so I thought I'd follow up.

Enclosed are two forms for your signature, following up on the voice mail message I recently left. These are required to finalize filing the patent application on which you are named as an inventor, Providing Software Application Help Based on Heuristics.

Please sign the Combined Declaration and Power of Attorney form first, under your name on page 3. I am collecting the signatures of the other inventors separately.

Only after signing the Combined Declaration, please also sign the Assignment form. Please sign this form in the presence of a Notary Public and have the Notary sign and apply his/her seal. Let me know if you incur any expenses for notarization, obtain a receipt, and I will reimburse you. Your bank should be able to provide notary service.

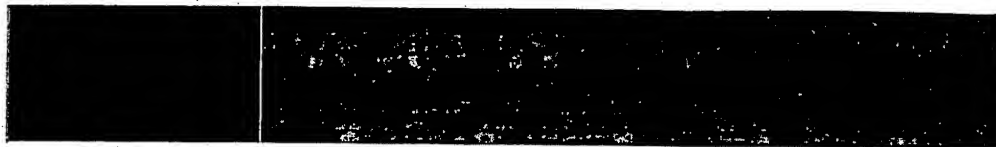
After you have signed the documents, please return them to me in the enclosed envelope. If you have any questions, please don't hesitate to give me a call (650-944-5492) or contact me via email ([mike\\_graves@intuit.com](mailto:mike_graves@intuit.com)).

Thanks very much,

A handwritten signature in black ink, appearing to read 'Mike Graves'.

Mike Graves  
Patent Program Manager





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## Tracking

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## Track by Tracking Number

### View Details

**Status:** Delivered  
**Delivered on:** Jul 14, 2004 1:09 P.M.  
**Location:** MAT/FRONT  
**Delivered to:** CARLSBAD, CA, US  
**Shipped or Billed on:** Jul 12, 2004

**Tracking Number:** 1Z 374 6W2 02 5376 783 9  
**Service Type:** 2ND DAY AIR  
**Weight:** .30 Lb

### Package Progress:

Date/ Time	Location	Activity
Jul 14, 2004 1:09 P.M.	SAN MARCOS, CA, US	DELIVERY
6:00 A.M.	SAN MARCOS, CA, US	OUT FOR DELIVERY
3:45 A.M.	SAN MARCOS, CA, US	ARRIVAL SCAN
Jul 13, 2004 11:40 P.M.	VERNON, CA, US	DEPARTURE SCAN
2:20 P.M.	VERNON, CA, US	ARRIVAL SCAN
3:33 A.M.	SUNNYVALE, CA, US	DEPARTURE SCAN
Jul 12, 2004 9:05 P.M.	SUNNYVALE, CA, US	ORIGIN SCAN
7:23 P.M.	US	BILLING INFORMATION RECEIVED

Tracking results provided by UPS: Sep 2, 2004 5:04 P.M. Eastern Time (USA)

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